



AMENDMENT TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the Application:

Listing of claims:

1. (Currently Amended) A method of scheduling an in-home appliance repair service by a customer, the method comprising the steps of:

receiving an appliance selection request message at a server device from a client device via a wide area network, the appliance selection request message being indicative of a desire to receive appliance selection data, the appliance selection data facilitating selection of a first home appliance by the customer;

transmitting the appliance selection data from the server device to the client device via the wide area network in response to receiving the appliance selection request message;

receiving an appliance identifier at the server device from the client device via the wide area network, the appliance identifier being provided by the customer and distinguishing the first home appliance from a second home appliance;

receiving a geographical identifier provided by the customer at the server device from the client device via the wide area network;

determining at the server device ~~at least one~~ multiple available repair time slots based on at least one of the appliance identifier and the geographical identifier provided by the customer;

transmitting data indicative of the multiple ~~at least one~~ available repair time slots from the server device to the client device via the wide area network to thereby allow the customer to select at least one of the multiple available repair time slots; and

receiving time slot selection data at the server device from the client device via the wide area network, the time slot selection data indicating a desire by the customer to have the first

home appliance repaired in the one of the multiple available repair time slots selected by the customer.

2. (Original) A method as defined in claim 1, further comprising the step of dispatching an agent of an appliance repair provider based on the time slot selection data.
3. (Original) A method as defined in claim 1, further comprising the step of repairing the first home appliance, wherein the step of repairing the first home appliance is performed after the step of receiving time slot selection data from the client device via the wide area network.
4. (Original) A method as defined in claim 1, wherein the step of receiving an appliance selection request message comprises the step of receiving a hypertext transport protocol (HTTP) message.
5. (Original) A method as defined in claim 1, wherein the step of receiving an appliance selection request message from a client device comprises the step of receiving an appliance selection request message from at least one of a personal computer (PC), a personal digital assistant (PDA), an Internet appliance, and a cellular telephone.
6. (Original) A method as defined in claim 1, wherein the step of transmitting the appliance selection data comprises the step of transmitting web page data.
7. (Original) A method as defined in claim 1, wherein the step of transmitting the appliance selection data comprises the step of transmitting a list of model numbers.

8. (Currently Amended) A method as defined in claim 1, further comprising the steps of:
receiving a user identifier provided by the customer at the server device from the client device
via the wide area network, wherein the user identifier functions to identify the customer to the
server device; and retrieving a list of model numbers from a purchase history database based on
the user identifier, wherein the step of transmitting the appliance selection data comprises the
step of transmitting the list of model numbers retrieved from the purchase history database.
9. (Original) A method as defined in claim 1, wherein the step of transmitting the appliance
selection data comprises the step of transmitting a digital picture of an appliance.
10. (Original) A method as defined in claim 1, wherein the step of transmitting the appliance
selection data comprises the step of transmitting data indicative of a model number input area.
11. (Original) A method as defined in claim 1, wherein the step of transmitting the appliance
selection data comprises the step of transmitting data indicative of a search engine query area.
12. (Original) A method as defined in claim 1, wherein the step of receiving an appliance
identifier comprises the step of receiving an appliance model number.
13. (Original) A method as defined in claim 1, wherein the step of receiving an appliance
identifier comprises the step of receiving an identifier associated with the appliance selection
data.

14. (Original) A method as defined in claim 1, wherein the step of receiving a geographical identifier comprises the step of receiving at least one of a city identifier, a state identifier, a house number, a street name, a zip code, and an area code.

15. (Currently Amended) A method as defined in claim 1, wherein the step of determining multiple ~~at least one~~ available repair time slots based on the appliance identifier comprises the step of querying a database of predetermined appliance repair providers for a particular appliance repair provider associated with the appliance identifier.

16. (Currently Amended) A method as defined in claim 15, wherein the step of determining multiple ~~at least one~~ available repair times slot further comprises the step of receiving schedule data from the particular appliance repair provider.

17. (Currently Amended) A method as defined in claim 1, wherein the step of determining multiple ~~at least one~~ available repair time slots based on the appliance identifier and the geographical identifier comprises the step of querying a database of predetermined appliance repair providers for a particular appliance repair provider associated with the geographical identifier.

18. (Currently Amended) A method as defined in claim 17, wherein the step of determining multiple ~~at least one~~ available repair time slots further comprises the step of receiving schedule data from the particular appliance repair provider.

19. (Currently Amended) A method as defined in claim 1, wherein the step of transmitting data

indicative of the multiple ~~at least one~~ available repair time slots comprises the step of transmitting web page data.

20-36. (Canceled)